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### **AMENDMENT TO THE CLAIMS**

Please amend the claims as indicated below, so that after amendment a complete set of claims reads as follows:

1. (Currently Amended) A method for directing service in a vehicle comprising:  
receiving a service request from the vehicle, the service request requesting service over a service distribution channel;  
receiving a vehicle location;  
determining vehicle delivery-enabling information suitable to the service distribution channel based on the service request and the vehicle location;  
configuring the service corresponding to the service request based on the vehicle delivery-enabling information, wherein the service is configured ~~at a service management subsystem~~; and  
sending the configured service to the vehicle over the service distribution channel.
2. (Original) The method of claim 1 further comprising:  
receiving a signal including a vehicle identifier from a vehicle communication component.
3. (Original) The method of claim 2 wherein the vehicle identifier is a unique code including user identifier information and vehicle location.
4. (Original) The method of claim 1 further comprising:  
sending a list of delivery channels to a vehicle communication component.

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5. (Currently Amended) The method of claim 4 further comprising:  
selecting a the service distribution channel from the list of delivery channels  
to deliver the configured service corresponding to the service request.
6. (Currently Amended) The method of claim 5 further comprising:  
optimizing the configured service for communication based on the  
selected ~~delivery~~ service distribution channel.
7. (Original) The method of claim 1 further comprising:  
configuring a vehicle communication component in the vehicle based on the  
vehicle delivery-enabling information.
8. (Original) The method of claim 1 further comprising:  
creating a profile that includes vehicle delivery-enabling information.
9. (Original) The method of claim 1 wherein determining vehicle  
delivery-enabling information is based on at least one pre-determined user input.
10. (Original) The method of claim 1 wherein sending the service corresponding  
to the service request comprises sending electronic mail to a vehicle communication  
component.
11. (Original) The method of claim 1 further comprising:  
updating the vehicle delivery-enabling information at a service management  
application while the application is in contact with a vehicle communication component.

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12. (Currently Amended) A system for directing service in a vehicle comprising:

- means for receiving a service request from the vehicle, the service request requesting service over a service distribution channel,
- means for receiving a vehicle location;
- means for determining vehicle delivery-enabling information suitable to the service distribution channel based on the service request and the vehicle location;
- means for configuring the service corresponding to the service request based on the vehicle delivery-enabling information; and
- means for sending the configured service to the vehicle over the service distribution channel;

~~wherein the means for configuring the service are located at a service management subsystem.~~

13. (Original) The system of claim 12 further comprising:

- means for receiving a signal including a vehicle identifier from a vehicle communication component.

14. (Original) The system of claim 12 further comprising:

- means for sending a list of delivery channels to a vehicle communication component.

15. (Currently Amended) The system of claim 14 further comprising:

- means for selecting a the service distribution channel from the list of delivery channels to deliver the configured service corresponding to the service request.

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16. (Currently Amended) The system of claim 15 further comprising:  
means for optimizing the configured service for communication based on the  
selected delivery service distribution channel.

17. (Original) The system of claim 12 further comprising:  
means for configuring a vehicle communication component in the vehicle  
based on the vehicle delivery-enabling information.

18. (Original) The system of claim 12 further comprising:  
means for creating a profile that includes vehicle delivery-enabling  
information.

19. (Previously Presented) The system of claim 12 further comprising:  
means for updating the vehicle delivery-enabling information at a service  
management application while the application is in contact with a vehicle communication  
component.

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20. (Currently Amended) A computer usable medium including a program for directing service in a vehicle comprising:

computer readable program code that receives a service request from the vehicle, the service request requesting service over a service distribution channel;

computer readable program code that receives a vehicle location;

computer readable program code that determines vehicle delivery-enabling information suitable to the service distribution channel based on the service request and the vehicle location;

computer readable program code that configures the service corresponding to the service request based on the vehicle delivery-enabling information; and

computer readable program code that sends the configured service to the vehicle over the service distribution channel;

~~wherein the service is configured at a service management subsystem.~~

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21. (Original) The computer usable medium of claim 20 comprising:  
computer readable program code that receives a signal including a vehicle identifier from a vehicle communication component.
22. (Original) The computer usable medium of claim 21 wherein the vehicle identifier is a unique code including user identifier information and vehicle location.
23. (Original) The computer usable medium of claim 20 further comprising:  
computer readable program code that sends a list of delivery channels to a vehicle communication component.
24. (Currently Amended) The computer usable medium of claim 23 further comprising:  
computer readable program code that selects a the service distribution channel from the list of delivery channels to deliver the configured service corresponding to the service request.
25. (Currently Amended) The computer usable medium of claim 24 further comprising:  
computer readable program code that optimizes the configured service for communication based on the selected ~~delivery~~ service distribution channel.
26. (Original) The computer usable medium of claim 20 further comprising:  
computer readable program code that configures a vehicle communication component in the vehicle based on the vehicle delivery-enabling information.

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27. (Original) The computer usable medium of claim 20 further comprising:  
computer readable program code that creates a profile that includes vehicle delivery-  
enabling information.

28. (Original) The computer usable medium of claim 20 wherein determining  
vehicle delivery-enabling information is based on at least one pre-determined user input.

29. (Original) The computer usable medium of claim 20 wherein sending the  
service corresponding to the service request comprises sending electronic mail to a vehicle  
communication component.

30. (Original) The computer usable medium of claim 20 further comprising:  
computer readable program code that updates the vehicle delivery-enabling  
information at a service management application while the application is in contact with a  
vehicle communication component.